

INSTRUCTIONS

Information about how complaints are managed can be found at the [Student Complaints webpages](#). The procedure for submitting a formal complaint is found in Clause 2 of the [Student Complaints Procedure](#). You can also contact the Student Matters Team via email to StudentMatters@jcu.edu.au.

After you submit this form, we will acknowledge this in writing. Your complaint will be referred to the relevant senior manager within the University. A record of all actions will be kept.

The information you provide to us will be treated confidentially. It will not be disclosed to a third party other than to comply with the law or for the purpose of managing your complaint. The details of your complaint (including your identity) may be shared with a person you are complaining about or potential witnesses.

Please use this form to submit a formal complaint to the university. It is intended to help you define what the problem is and tell us what you have already done to try and resolve it. It will also guide you in the types of information needed to resolve your complaint. If there is more than one complainant, each complainant must complete a separate form.

STUDENT DETAILS

First Name: _____ **Family Name:** _____ **Student ID:** _____

JCU email address: _____ **Contact Telephone:** _____

Mailing Address: _____

Suburb: _____ **Country:** _____ **Postcode:** _____

Student Advocate/Representative/Support Person

You may have a Student Advocate who can give you advice and assist with your complaint, or a support person. If you have one of these, please provide their details:

Name: _____ **Position:** _____

JCU email address: _____

Complaint Statement:

Please provide a typed statement about your complaint that includes, where relevant:

- A description of the events that occurred;

Clearly explain who and/or what you are complaining about and how you have been adversely and unjustifiably impacted. Try to discuss events in chronological order: state their dates, times and locations, and the names of those involved.

If there is not enough space for you to complete your complaint statement here and below, please attach a separate statement to this form.

Complaint Statement (continued):

- **CONTINUED:** A description of the events that occurred;

Clearly explain who and/or what you are complaining about and how you have been adversely and unjustifiably impacted. Try to discuss events in chronological order: state their dates, times and locations, and the names of those involved.

- The steps you have already taken to try to resolve the complaint;

List your actions to date. Who have you spoken to? State why you have not been able to resolve the matter informally.

- The evidence you have to support each claim in your complaint;

Number each item of your evidence and refer to this as you discuss the evidence throughout your statement. Attach this evidence to your complaint. Advise of any evidence you know of but do not possess.

- The name and contact details of any witness or other person who may support your complaint;

Complaint Statement (continued):

- A summary of the basis of the complaint;

What do you reasonably think should have happened, been provided to you, or you could have expected?

- The outcome/s you are seeking;

What you want to achieve by submitting a complaint cannot be guaranteed, but JCU will address your complaint within it's legal obligations and Policies and Procedures.

Your Agreement:

- I have read the information on the [Complaints webpage](#), [Student Complaints Policy](#) & [Student Complaints Procedure](#), particularly Clause 2.
- I have written a clear and concise outline of the complaint and the resolution I seek and attached all relevant evidence.
- The information I have provided in this document is a true reflection of my experience and is not made for frivolous or vexatious purposes.
- I understand that complaints that are found to be intentionally misleading or made for the purposes of causing harm may result in misconduct proceedings.
- I will conduct myself appropriately, showing courtesy and respect when dealing with staff.

Your Signature: _____ **Date:** _____

Return this completed form (marked "personal & confidential") to:

EMAIL
StudentMatters@jcu.edu.au

POST
Student Matters Team
James Cook University
PO Box 6811
Cairns QLD 4870

Office Use Only:

Date complaint received:

Complaint Number SC: